# MANIPUR GAZETTE

**E X T R A O R D I N A R Y**
**PUBLISHED BY AUTHORITY**

**No. 173** **Imphal, Tuesday, October 28, 2025** **(Kartika 6, 1947)**


**OFFICE OF THE**
**LAMLAI MUNICIPAL COUNCIL**
**IMPHAL-EAST, MANIPUR**

**N O T I F I C A T I O N**

Lamlai, the 6th October, 2025

**No. 5/7/2021-LMC:** The Service Level Benchmark for Lamlai Municipal Council for maintaining the standards of deliveries in basic essential services such as Water Supply, Sewerage, Solid Waste Management and Storm Water Drainage for the years 2020-21, 2021-22, 2022-23, 2023-24, 2024-25 and 2025-26 is hereby published for information to general public as given in Annexure 1.

THONGAM SANAHAL SINGH,
Executive Officer,
Lamlai Municipal Council.

**Annexure – I**

| Service Level Benchmarks for Lamlai Municipal Council | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| Sl. No. | Indicators | Service Level Benchmarks | | | | | | |
| | | MoHUA Benchmark | Actual Indicator 2020-21 | Actual Indicator 2021-22 | Actual Indicator 2022-23 | Actual Indicator 2023-24 | Actual Indicator 2024-25 | Target Indicator 2025-26 |
| **Water Supply Services** | | | | | | | | |
| 1 | Extent of Non-Revenue Water (NRW) | 20% | 30% | 30% | 30% | 30% | 30% | 30% |
| 2 | Efficiency in redressal of customer complaints | 80% | 40% | 40% | 50% | 50% | 50% | 60% |
| 3 | Cost recovery in water supply service | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| 4 | Extent of metering of water connections | 100% | Nil | Nil | Nil | Nil | Nil | 2% |
| 5 | Continuity of water supply | 24 hours | 2 hours | 2 hours | 2 hours | 2 hours | 2 hours | 3 hours |
| 6 | Efficiency in collection of water supply related charges | 90% | 70% | 70% | 70% | 70% | 70% | 80% |
| 7 | Per capita supply of water (lpcd) | 135 lpcd | 70 lpcd | 70 lpcd | 70 lpcd | 70 lpcd | 70 lpcd | 80 lpcd |
| 8 | Quality of water supplied | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| 9 | Coverage of water supply connections | 100% | 9.70% | 9.70% | 9.70% | 9.70% | 9.70% | 10% |
| **Sanitation** | | | | | | | | |
| 1 | Efficiency in collection of waste water charges | 90% | 0% | 0% | 0% | 0% | 0% | 2% |
| 2 | Coverage of waste water network services | 100% | 0% | 0% | 0% | 0% | 0% | 1% |
| 3 | Extent of cost recovery in waste water management | 100% | 0% | 0% | 0% | 0% | 0% | 1% |
| 4 | Coverage of toilets | 100% | 0% | 0% | 0% | 0% | 3% | 1% |

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|---|---|---|---|---|---|---|---|---|
| 5 | Collection efficiency of waste water network | 100% | 0% | 0% | 0% | 0% | 0% | 1% |
| 6 | Adequacy of waste water treatment capacity | 100% | 0% | 0% | 0% | 0% | 0% | 1% |
| 7 | Quality of waste water treatment | 100% | 0% | 0% | 0% | 0% | 0% | 1% |
| 8 | Extent of reuse and recycling of waste water | 20% | 0% | 0% | 0% | 0% | 0% | 1% |
| 9 | Efficiency in redressal of customer complaints | 80% | 0% | 0% | 0% | 0% | 0% | 1% |
| **Solid Waste Management** | | | | | | | | |
| 1 | Extent of municipal solid waste recovered | 80% | 10% | 10% | 20% | 30% | 30% | 40% |
| 2 | Household level coverage of solid waste management services | 100% | 30% | 50% | 60% | 80% | 100% | 100% |
| 3 | Extent of cost recovery in SWM services | 100% | 10% | 10% | 30% | 40% | 40% | 60% |
| 4 | Efficiency of collection of municipal solid waste | 100% | 10% | 10% | 30% | 50% | 70% | 80% |
| 5 | Extent of segregation of municipal solid waste | 100% | 10% | 20% | 30% | 60% | 70% | 80% |
| 6 | Extent of scientific disposal of municipal solid waste | 100% | 2% | 7% | 10% | 10% | 12% | 15% |
| 7 | Efficiency in collection of SWM related user charges | 90% | 3% | 5% | 10% | 20% | 30% | 40% |
| 8 | Efficiency in redressal of customer complaints | 80% | 10% | 20% | 30% | 40% | 50% | 60% |

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| **Storm Water Drainage** | | | | | | | | |
| 1 | Coverage of Storm water drainage network | 100% | 10% | 15% | 20% | 30% | 40% | 50% |
| 2 | Incidence of water logging | 0% | 0% | 0% | 0% | 0% | 0% | 0% |

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Printed at and Published by the Directorate of Printing & Stationery, Government of Manipur.

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Date: 28-10-2025 13:06:50